Volume 3. Air Operator Technical Administration

CHAPTER 16. CABIN SAFETY AND FLIGHT ATTENDANT MANAGEMENT

SECTION 5. FLIGHT ATTENDANT QUALIFICATIONS

2313. FLIGHT ATTENDANTS OPERATING EXPERIENCE. Part 121 requires that flight attendants (F/As) acquire operating experience (OE). A flight attendant must, for at least five hours, perform the assigned duties of a flight attendant under the supervision of a flight attendant supervisor who personally observes the performance of these duties. This OE must be gained after satisfactory completion of the appropriate training and must be acquired during operations conducted under part 121. Operating experience is required in order for F/As to become fully qualified to serve in operations conducted under part 121. Operating experience gives the air carrier the opportunity to familiarize qualifying F/As with aircraft sounds and maneuvers associated with routine flight operations, emphasizing the normal time sequences available during flight, and provide the qualifying F/A trainee with practical experience in the performance of routine duties and procedures. Operating experience also provides the air carrier with the chance to ensure that the F/A is able to apply the lessons learned during basic indoctrination and initial training. Operating experience also gives the air carrier the opportunity to ensure that the trainee has the capabilities to qualify for F/A assignment of duties during a flight.

A. Operating experience must be gained after satisfactory completion of the appropriate training which includes basic indoctrination and initial training on the aircraft.

B. Flight attendants who have completed OE on any passenger-carrying airplane operated under part 121 are exempt from completing OE at another part 121 air carrier, only if the F/A is to serve in the same group of airplanes, and the air carrier shows that the F/A has received sufficient training for the airplane in which the F/A is to serve. In order for the F/A to receive credit for OE, the air carrier seeking this credit should have complete training records which clearly show the correct amount of OE time, the airplane type, and the number of hours or OE on each airplane type. If there is a reduction of OE time on the actual aircraft, then the reason for the reduction should also be part of the record. The principal operations inspector (POI) and/or cabin safety inspector (CSI), if applicable, shall ensure that the training records are correct.

C. When an air carrier uses Group I and Group II airplanes, qualifying F/As shall receive OE on one type of airplane from each group. However, the combined OE time for both airplane groups would be 5 hours. Air carriers should ensure that OE time is divided equally between the two groups. The two groups of airplanes are:

(1) Group I-Propeller driven, including reciprocating powered and turbo propeller powered; and

(2) Group II-Turbojet powered aircraft.

D. Air carriers should give OE during operations conducted under part 121 on passenger-carrying, revenue flights; these flights must be representative of the air carrier's typical route and schedule structure. When possible these flights should consist of at least two takeoffs and landings.

E. Following completion of OE, the F/A trainees should participate in a debriefing, including a discussion of the safety duties they observed. As a minimum, the debriefing should include discussion of any check or use of emergency equipment, the passenger information briefings, passenger seat belt discipline, application of the carry-on baggage rule, crew coordination, and any unusual passenger handling situations.

F. Qualifying F/As obtaining OE shall be assigned to the flight as a member of the cabin crew, but must be in excess of the minimum number of fully qualified F/As (as listed in the air carrier's operations manual). Qualifying F/As obtaining OE should not occupy a required F/A seat. A required F/A seat is established when the air carrier conducts its partial evacuation demonstration to obtain its operating certificate for that airplane. Section 121.291 stipulates that an air carrier must perform a partial emergency evacuation demonstration in order to change the location of a F/A's duty station.

G. Qualifying F/As receiving OE may not be assigned as a required crew member. However, qualifying F/As obtaining OE should have the opportunity to practice all F/A duties while being supervised by an OE supervisor. Air carriers which operate aircraft having a requirement for one F/A, and are equipped with one F/A seat should consider having programs which provide (under supervision) the opportunity for newly qualified F/As who have completed

OE, to perform the duties of an F/A from the required F/A jumpseat.

H. Some air carriers schedule large numbers of F/A trainees on flights to satisfy OE requirements. The number of trainees on a single flight often exceeds the number of fully qualified F/As required by section 121.391. Air carriers that schedule an excessive number of qualifying F/As for OE create an unrealistic environment. The number of qualifying F/As receiving OE should not exceed the number of F/As required by section 121.391, plus any additional, fully qualified F/As that may be scheduled for that particular flight. These additional positions should be those that are listed in the air carrier's F/A manual as additional F/A positions with assigned duties. For example, the aircraft may have a requirement for three F/As and the air carrier has provisions to assign a fourth F/A. The safety duties of this F/A must be listed in the F/A manual. In this example four qualifying F/As obtaining OE should be scheduled.

I. The regulations pertinent to OE require that qualifying F/As obtain OE to perform the assigned duties of an F/A under the supervision of a supervisor qualified as an F/A under part 121. The air carrier should designate the people permitted to perform this supervisory function. The supervising individuals must be experienced in the duties and responsibilities of the F/A and qualified to instruct and evaluate F/A trainees. These supervising individuals should be provided with additional training and/or guidance regarding conduct of OE flights. The supervisors must be qualified on the airplane type. Information about qualified supervisors who can give OE should be included in the Federal Aviation Administration (FAA) approved training program for each air carrier. The program should also include a description of the additional training and/or guidance which was given to these individuals.

J. New air carriers or air carriers which introduce new airplanes are unique in that there are no fully qualified F/As. Such carriers should staff an initial cadre of F/As to act as supervisors while giving each other OE. Such air carriers should conduct initial cadre F/A OE during the airplane proving flights or ferry flights. The number of qualifying F/As who receive OE on proving runs or ferry flights should not exceed the number of F/A who are assigned duties as listed in that air carrier's F/A manual for that airplane; in accordance with the information provided in this bulletin. Qualifying F/As who receive OE during the proving tests or ferry flights should be used to supervise other qualifying F/As obtaining OE during scheduled operations.

K. A full 5 hours of OE must be given. However, the amount of OE given on an aircraft may be reduced. When a reduction of aircraft OE time is granted, the time on the aircraft plus time spent practicing operations in an approved cabin mock-up should equal at least 5 hours. Regardless of where a flight attendant gains OE, either during an actual flight, in a cabin mock up, or in a static aircraft, the OE must occur after the successful completion of Initial New Hire Flight Attendant Training. The OE time in the cabin mock-up could be spent performing duties such as; use of the Public Address system, pre-flight briefings, safety announcements, and exit row seating and carry on baggage procedures. Operating experience on the aircraft may be reduced from 5 hours to 2.5 hours if the POI determines that the air carrier has cabin mock-ups and door training devices which provide the quality of experience that is needed to simulate an actual flight. A full reduction to 2.5 hours of OE on the airplane should be granted when the air carrier is equipped with a Level 5 cabin mock-up (Figure A) and the POI and/or CSI, if applicable, determines the rest of the training program is of sufficient quality. Reductions should be based on the quality of the cabin mock-ups (Figure A).

(1) The full scale cabin mock-ups and door training devices are evaluated and approved by the POI as part of the air carrier's F/A training program. Approval of cabin mock-ups and door training devices is concurrent with approval of the entire training program for F/As. The cabin mock-ups and door training devices must be listed in the air carrier's training program. If the air carrier chooses to use a static aircraft as a training device, it must also be listed in the air carrier's training program. If an air carrier uses an actual airplane for training, the POI and/or the CSI, if applicable, should evaluate the training that is given in the airplane before allowing credit. The students should actually use the equipment and practice procedures normally expected of a required F/A during a flight. This is also the type of practice which should be performed in cabin mock-ups and door training devices.

(2) The principle purpose of cabin mock-ups and door training devices is to provide realism during training for emergency situations. The POI and/or the CSI, if applicable, must evaluate the air carrier's training program to determine that the procedures (i.e., amount of time, realistic inflight scenarios, and practice) are accomplished in the cabin mock-ups and through the use of other training devices, in order to approve a reduction in OE time. The POI shall provide documentation of the reasons for reducing the OE hours on the airplane.

(3) Cabin mock-ups and door training devices have been assigned levels in accordance with their approximation to realism. Level 1 is the most basic and air carriers receive less credit for a Level 1 mock-up then they would for a Level 5 device. In order to get credit for a Level 5 mock-up, all of the characteristics listed in Figure A must be present. Figures B and C provide information to the POI, to be used when establishing the amount of credit which can be given based on the characteristics of training devices.

L. Substitution of times listed under additional training devices for requirements within a level may be subject to individual equipment evaluation by the POI and/or the CSI, if applicable. The POI and/or the CSI may determine that an

air carrier receives the full credit of 2.5 hours based on the cabin mock-up alone, only if an air carrier has a cabin training device which meets all the criteria for Level 5 listed in the mock-up chart. However, if the air carrier does not have all the characteristics listed in Figure A, the POI and/or the CSI, if applicable, should look at the other characteristics which are listed in figures B and C to decide what level of reduction is appropriate for the type of experience which may be gained in the air carrier's cabin mock-up and door training device.

2314.-2354. RESERVED

FIGURE A
GUIDANCE FOR EVALUATION OF A FULL SCALE (EXCEPT FOR LENGTH) CABIN MOCK-UP

	Levels					Comments
Level	1	2	3	4	5	
Cabin Mock-up				X	X	Level 5 requires 4 way axis
Motion	X	X	X	X	X	In cross section
Operable Exits	X	X	X	X	X	Must meet requirements for door (exit) trainer
Exit Failure/Blocked				X	X	
Emergency Equipment Placement			X	X	X	Closely approximates brackets and equipment placement
Smoke/Fire Simulation				X	X	Level 5 requires smoke detector alarms
Communication System (Interphone/PA)	X	X	X	X	X	Interactive between stations, Levels 4 and 5 have call lights
Aircraft Sound Simulation				X	X	
F/A Jumpseats	X	X	X	X	X	Operable seat belt/shoulder harness
Decompression Simulation			X	X	X	Oxygen masks deploy from PSU. Level 5 requires crew O_2
Emergency Lights					X	Level 5 requires escape path lighting and emergency light switch
Operable Galley Equipment			X	X	X	Levels 3-5 require actual galley components
Evacuation Alarm/ Signal					X	

FIGURE B

EVALUATION OF (EXIT) DOOR TRAINERS

Door (Exit) Trainer	Comments
Door/Exit Scale	Size/weight, modeled after the actual door handles
Exit Motion	Duplicates full aircraft range to include opening, closing, and emergency operation
Exit Failure	Method of showing failure
F/A Seat/Restraint	Actual location on aircraft
F/A Panel	Correct proximity to exit and F/A seat
Simulated Slide or Slide/Raft Pack	Forces which approximate forces needed to open in an emergency situation
Manual Inflation Means	Can be moved around to simulate differing locations caused by an accident
Window Exit	Actual weight and size

FIGURE C

EVALUATION OF OTHER TRAINING DEVICES

Other Trainers/Simulators	Comments
Fire Fighting Simulator	Equipment must have a way to show that the fire is extinguished
Interphone/PA System	Approximation to the actual working equipment on the airplane
Computer Evacuation Simulator	Accuracy and complexity of computer models
Actual Function Brackets and Portable Emergency Equipment	Forces necessary to remove and replace equipment accurately represented
F/A Seats Equipped with Actual Restraints	Actual restraint system, actual room to use system (for example two people on a double jumpseat or when the jumpseat is located in a confined area)
Equipment to Simulate Decompression	Ability to automatically and manually deploy masks and/or simulate signs of decompression (i.e., noise and vapor)
Additional Computer Based Training Safety Programs	Adequacy of Program

[PAGES 3-2205 THROUGH 3-2210 RESERVED]

[THIS PAGE INTENTIONALLY LEFT BLANK]